

Section: Professional Practice Page 1 of 1

Subject: Making a Complaint Issued: April 2010

Revised: **February 2019**

December 2024

Distribution: Members & Public Approved: Transitional Council

April 2010 April 2019 February 2025

INTRODUCTION & PURPOSE

The Saskatchewan College of Midwives (SCM) protects the public interest by ensuring that Saskatchewan registered midwives practice safely, competently and ethically.

PROCEDURE

Making a complaint about a midwife's professional practice is a serious matter. If there is a concern about unprofessional, unsafe or unethical midwifery practice in Saskatchewan, an individual or agency has the right to make a complaint to the College and to have it investigated. Although there is no time limit to register a complaint, the College should be notified of the concern as soon as possible.

Complainants are encouraged to contact the Registrar at the College to discuss these concerns and the complaint process.

A complaint about registered midwife's practice must be made in writing to:

Registrar
Saskatchewan College of Midwives
PO Box 32097
Regina, Saskatchewan S4N 7L2
registrar@saskmidwives.ca

The Saskatchewan College of Midwives does not have the authority to assess injury or award compensation to a complainant. This is done through the court system.

FORMAL COMPLAINT PROCESS

1. Submit Complaint

- 1.
- Any person or agency (complainant) may submit a complaint to the SCM about the conduct of a midwife
- Complaints must be submitted in writing

2. Confirmation of Receipt of Complaint

- 2.
- SCM advises complainant that complaint has been received
- SCM Professional Conduct Committee is notified that a complaint has been received

3. Midwife Response

- 3.
- Letter of complaint and a request for response is forwarded to the midwife named in the complaint

4. Investigation Initiated

- 4.
- SCM Professional Conduct Committee initiates an investigation into the matter

5. SCM Professional Conduct Committee Decision

- 5.
- Decision of the Professional Conduct Committee provided in writing to the complainant and the midwife